



Applicant:	John Ruckart	Examiner:	James Kramer
Serial No.:	10/015,250	Group Art Unit:	3627
Filed:	December 12, 2001	Docket:	60027.0317US01/BS01253
Due Date:	June 25, 2005		
Title:	Methods and Systems for Communicating with Customers		

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents P.O. Box 1450 Alexandria, Virginia 22313-1450 on June 1, 2005.

Name: Roger T. Frost

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

39262

PATENT TRADEMARK OFFICE

Sir:

We are transmitting herewith the attached:

- ☒ Transmittal Sheet in duplicate containing Certificate of Mailing
☒ Third Response
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CLAIMS AS AMENDED

[illegible]

Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers or any future reply, if appropriate. Please charge any additional fees or credit overpayment to Deposit Account No. 13-2725. A duplicate of this sheet is enclosed.

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Minneapolis, MN 55402-0903
612.332.5300

Name: Roger T. Frost

Reg. No.: 22,176

RTF

S/N 10/015,250



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence and the paper(s), as described herein, are being deposited in the United States Postal Service, as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on June 1, 2005.

By: 

Roger T. Frost
Reg. No. 22,176

THIRD RESPONSE

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Responsive to the Office Action dated March 25, 2005 in the patent application identified above, please enter the following amendments and reconsider that application in view of the appended remarks.

Amendments to the Claims are reflected in the listing of claims that begins on page 2 of this paper.

Remarks begin on page 8 of this paper.